



*Delaware Health
And Social Services*

DIVISION OF MANAGEMENT SERVICES

PROCUREMENT

DATE: June 27

HSS 16 017

PERSONAL CARE SERVICES

FOR
DIVISION SUBSTANCE ABUSE AND MENTAL HEALTH

Date Due: July 11, 2016
11:00AM

ADDENDUM # 1

Please Note:

THE ATTACHED SHEETS HEREBY BECOME A PART OF
THE ABOVE MENTIONED BID. Questions & Answers

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STATE OF DELAWARE

- 1) In section III A #8, between paragraph 5 and 6 on Page 9 the word “proposer” appears by itself on its own line. Is there an additional sentence or information that should be included here in the RFP?
This was a typographical error.
- 2) In section III A #8, paragraph 2 and again in paragraph 7 on Page 10 “...agencies must complete and ensure employees complete DEPARTMENT required training...”
 - a. Whose is the referenced “Department”? Health and Social Services? Or DSAMH? Or office of Health Facilities Licensing and Certification?
Agencies must complete PROMISE training with DSAMH as well as continue/obtain trainings by other licensing entities as appropriate.
 - b. Is there a guideline or regulation that identifies the specific “Department Training” required? Please provide. If not, please provide the training outline, materials and any training time / frequency requirements (i.e. 3 hours of training quarterly, 5 hours of orientation etc)
PROMISE training can be done in a variety of ways (direct training, train the trainer, etc) – it is usually a one day training that can be done at your location.
- 3) In section IV B #2, paragraph 4 on page 12 “Each proposal must be submitted with 10 paper copies and 3 electronic copy...” Later in Appendix A #1 paragraph 1 page 46 indicates to return “Five (5) paper copies of the Vendor proposal paperwork” and One (1) copy must be original and marked as such.
 - a. How many total paper and electronic copies should be submitted of the proposal?
5 paper copies and 1 original.
 - b. Both sections also indicate a “Price file shall be a separate file” However the rates are later established under Appendix A paragraph 4 on Page 48. Is there a separate “Price file” that must be submitted in addition to Appendix A? If yes, Please provide an outline or example of what must be included in the price file.
An acknowledgement statement of the published rates and your acceptance of those rates.
- 4) In section IV B #7, paragraph 8 on page 13 “...but a public log will be kept of the names of all vendor organizations that submitted proposals.”
 - a. Once the proposals have been submitted on July 11, 2016, where may we access the list of vendor organizations that submitted proposals.
At the conclusion of the RFP process.
- 5) In Section IV B # 15 on Page 17 informs of the State’s Right to Cancel the Solicitation
 - a. A Very similar RFP was posted by DSAMH for Respite services in 8/2015. Was this RFP Awarded or Cancelled?
A separate Freedom of Information ACT (FOIA) request must be made to obtain this information.
 - If Cancelled, please provide the reasons for cancellation. **(FOIA)**
 - If awarded please name the contracted vendors. **(FOIA)**
- 6) In Appendix A, Paragraph 1 on page 48 “A copy [Delaware PROMISE Service Certification and Reimbursement Manual] will be distributed at the pre-bid meeting...” AND Section I, last sentence “A mandatory pre-bid meeting has not been established for this Request for Proposal”

- a. Will the procurement office post a copy of Delaware PROMISE Service Certification and Reimbursement Manual with the RFP on www.bids.delaware.gov for potential bidders to download?
The RFP was modified to include the requirements from the manual instead since it is in excess of 700 pages. Pages 48-51 of the RFP were extracted from the manual
- 7) In Appendix A, Paragraph 1 on page 48 “DSAMH will reimburse for uninsured and under insured clients”
 - a. Home Care/Personal Care services are generally not covered services by commercial insurance plans. If the client has some form of insurance, and the plan states that Home Care/Personal Care is not a covered service, Is the contracted provider expected to bill that insurance and be denied payment before billing DSMAH?
Yes
- 8) In Appendix B, 4 on Page 50 indicates that services include “accompany[ing] beneficiary into the community for purposes related to... such as Shopping...picking up medications...etc”
 - a. Does this require that the agency direct care staff transport the beneficiary to these activities in the community?
Beneficiarys have access to transportation for medical and non-medical activities. It is the vendor’s decision as to whether or not they wish to provide transportation at their expense or become a subcontractor will Logisitcare
 - b. If yes, Please provide the method and reimbursement rates for time and mileage incurred by the agency for this transport?
N/A
 - c. Is it expected that direct care staff is to accompany a beneficiary that will be driving the direct care staff to these activities? N/A
 - d. If yes, how will DSAMH cover auto insurance and liability should direct care staff be injured while riding with a beneficiary?
If the vendor is transporting clients, the vendor is responsible for insurance coverage.
- 9) Should I apply first to become a PASA and indicate on the RFP that an application is in process in case I don’t hear back/get approved before the RFP due date?
Yes, it is a requirement to be licensed as a Home Health Agency or a Personal Assistance agency prior to submitting an application.
- 10) How many individuals would we serve if the RFP is awarded to us?
Referrals will be made based on client demand and agency availability to provide services.
- 11) Is there a breakdown of individuals by county?
No
- 12) Is there a maximum dollar amount for the RFP?
The contract will accommodate the service utilization for the uninsured clients anticipated to utilize this service. The amount of the contract will be modified via an amendment if the initial maximum threshold will be reached based on service utilizations and prior approvals for services.